

19 May 2023

EVERGREEN HEALTH: FREQUENTLY ASKED QUESTIONS

Dear Residents,

I have recently received some questions from residents relating to services that are included in a frail care facility and if there were any specified criteria to be met before someone can be admitted to a frail care facility. I have therefore put together a high-level explanation of what one can expect from a frail care facility and at what point one would be considered for this type of service. For some context, I have also added a brief explanation of other medical services to understand how they all fit into the “bigger picture”. As this update is first focused on frail care service, I have also added additional information on Evergreen’s own frail care facility located at Evergreen Muizenberg. To further familiarise you with the services offered and to also showcase our state-of-the-art care facility I would like to invite anyone with questions or who would like to visit the facilities to arrange a visit with your Village Manager. There will be complimentary shuttle services provided on **Thursday, 25 May at 13h30** and again on **Tuesday, 30 May at 10h30** from your Village to Evergreen Muizenberg and back for you to visit our facilities.

WHAT IS FRAIL CARE?

Frail Care, is a specialized facility delivering healthcare and support services provided to individuals who are elderly, frail, and have complex medical needs. Frailty is a state of vulnerability and decreased physiological activity that often accompanies aging, making individuals more susceptible to health decline and functional impairment. Frail care aims to address the unique needs of frail individuals, including their physical, cognitive, emotional, and social well-being. It involves a multidisciplinary approach that includes medical care, nursing support, rehabilitation services, assistance with activities of daily living, and psychosocial support. Frail care involves a team of healthcare professionals, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, social workers, and caregivers, who work together to develop personalized care plans, manage medications, monitor health conditions, provide assistance with daily activities, and offer emotional support to frail individuals and their families.

WHO IS AN IDEAL CANDIDATE FOR FRAIL CARE?

The ideal candidate for frail care in a facility typically includes individuals who meet certain criteria indicating a higher level of care needs, vulnerability, and challenges related to aging or chronic conditions. Evergreen Health uses a DQ98 Assessment tool and here are some general characteristics that may make someone a suitable candidate for frail care:

1. **Age and frailty:** Characterized by physical weakness, decreased mobility, and increased vulnerability.
2. **Complex Medical Needs:** Individuals with complex medical conditions requiring regular monitoring, medication management, or specialized care may benefit from frail care.
3. **Cognitive Impairment:** Frail care facilities also cater to individuals with cognitive impairments such as Alzheimer's disease or other forms of dementia.
4. **Functional Decline:** If an individual is experiencing a decline in their ability to perform basic activities associated with living independently such as bathing, dressing, eating, toileting, or mobility, they may be considered suitable for frail care.

It's important to note that the decision to transition to a frail care facility is often made in consultation with healthcare professionals, family members, and the individual themselves. A comprehensive assessment (DQ98 and "Mini-mental") of the person's physical, cognitive, emotional, and social needs is conducted to determine the appropriateness of frail care and identify the most suitable care setting for their specific requirements.

Ultimately, the ideal candidate for frail care in a facility is someone whose care needs exceed what can be adequately provided in a home-based setting and who would benefit from the specialized care, support, and social environment offered by a frail care facility.

CAN I GO TO FRAIL CARE FOR SHORT-TERM CARE?

Yes. This is referred to as is called Short-Term Care/Step Down Care or Sub-Acute Care. Your Short-Term Care could be fully paid for by your medical aid if pre-authorized, needed, and warranted. Muizenberg Care Centre has a practice number for sub-acute care and is accredited by Dept of Health and the Board of Healthcare Funders, allowing Evergreen Health to claim directly from a medical aid with pre-negotiated daily fees and a Length of Stay (LOS)

WHAT CARE MIGHT I NEED THAT DOES NOT FALL WITHIN FRAIL CARE SERVICES?

1. **Respite Care:** Respite care refers to temporary care provided to individuals who require assistance or supervision due to age, illness, disability, or other circumstances. It is designed to give primary caregivers e.g., wife, or husband a break from their caregiving responsibilities, allowing them to rest, attend to personal matters, or simply take time off while ensuring their loved ones are well taken care of.
2. **Assisted Living:** Assisted living provides a moderate level of care and support for individuals who can generally manage their activities of daily living with some assistance. It is suitable for individuals who need help with tasks like bathing, dressing, medication management, or meal preparation but do not require 24/7 medical care or extensive supervision. Assisted living promotes independence, allowing residents to have their own private living spaces, such as apartments or suites. They can often choose their daily routines and participate in social and recreational activities. Assistance is provided based on individual needs, fostering a sense of independence and control. Assisted living facilities or in-home services provided typically have care staff available to provide assistance with activities of daily living, medication management, and general oversight. However, the level of medical care provided is generally lower compared to frail care facilities and works on 1 carer to 8 residents.
3. **Day Hospital:** A Day hospital, also known as a day surgery center, is a healthcare facility where medical procedures and treatments are provided to patients who do not require overnight hospitalization. Day hospitals may specialize in specific areas of care, such as ophthalmology, orthopedics, gastroenterology, or plastic surgery. These facilities are equipped with specialized equipment and trained staff to handle the specific procedures or treatments offered.
4. **Hospital:** Hospitals focus on acute and specialized medical care. They provide a wide range of diagnostic, therapeutic, and surgical services to treat acute illnesses, injuries, emergencies, and complex medical conditions. Hospitals are equipped with advanced medical technology and staffed by specialized healthcare professionals to deliver immediate and intensive care.

MUIZENBERG CARE CENTRE

1. Licensing and Accreditation:

- Licenced through:
 - Department of Social Development as a Frail Care Centre
 - Department of Health as a Sub-Acute Facility
- Accredited through:
 - Board of Healthcare Funders
 - COHSASA

2. Qualified and Competent Staff:

- Evergreen Health employs qualified and competent healthcare professionals, including:
- Nursing Services Manager, Registered nurses per shift, and nurses
- Physicians, therapists, and support staff.
- Our Nursing Staff members have the necessary training, experience, and credentials to provide high-quality care.

3. **Patient Safety Measures:** We have adequate measures in place to prioritize patient safety. This includes infection control protocols, proper medication management, robust documentation practices, effective communication systems, and procedures for identifying and mitigating risks.

4. **Evidence-Based Practices:** Evergreen Health use evidence-based practices and stay up to date with advancements in medical knowledge and technology. Our Healthcare professionals adhere to established guidelines and best practices in diagnosing, treating, and managing various conditions.

5. **Infrastructure and Equipment:** Muizenberg Care Centre has a well-maintained infrastructure and appropriate equipment to support the delivery of quality care. This includes modern medical equipment, functional facilities, clean and comfortable patient rooms, and efficient support systems.

6. **Continuity of Care:** Evergreen Health fosters effective coordination and continuity of care. This involves clear communication between healthcare providers, seamless transitions between different levels of care, and appropriate follow-up arrangements to ensure a patient's ongoing well-being.

7. **Quality Improvement Initiatives:** Muizenberg Care Centre has robust quality improvement programs in place. This involves monitoring and evaluating care outcomes, collecting patient feedback, conducting regular audits, and implementing strategies to address any identified areas for improvement.

8. **Ethical and Legal Compliance:** We adhere to ethical principles and legal requirements related to patient confidentiality, informed consent, privacy rights, and ethical decision-making.

9. **Patient and Family Engagement:** We encourage the active engagement of patients and their families in the care process. This includes providing opportunities for education, involving patients in care planning, respecting patients'/residents' preferences, and addressing their concerns and feedback.

WHAT DOES FRAIL CARE COST?

Evergreen Residents	R30,400 (Rate per month)	R1,225 (Rate per day)
Non-Resident	R41,100 (Rate per month)	R1,670 (Rate per day)

I am Looking forward to answering any questions you might have and showing you our amazing facilities.

Kind Regards,

Elize Porter

Managing Director Evergreen Health